

LET'S WRAP IT UP !!

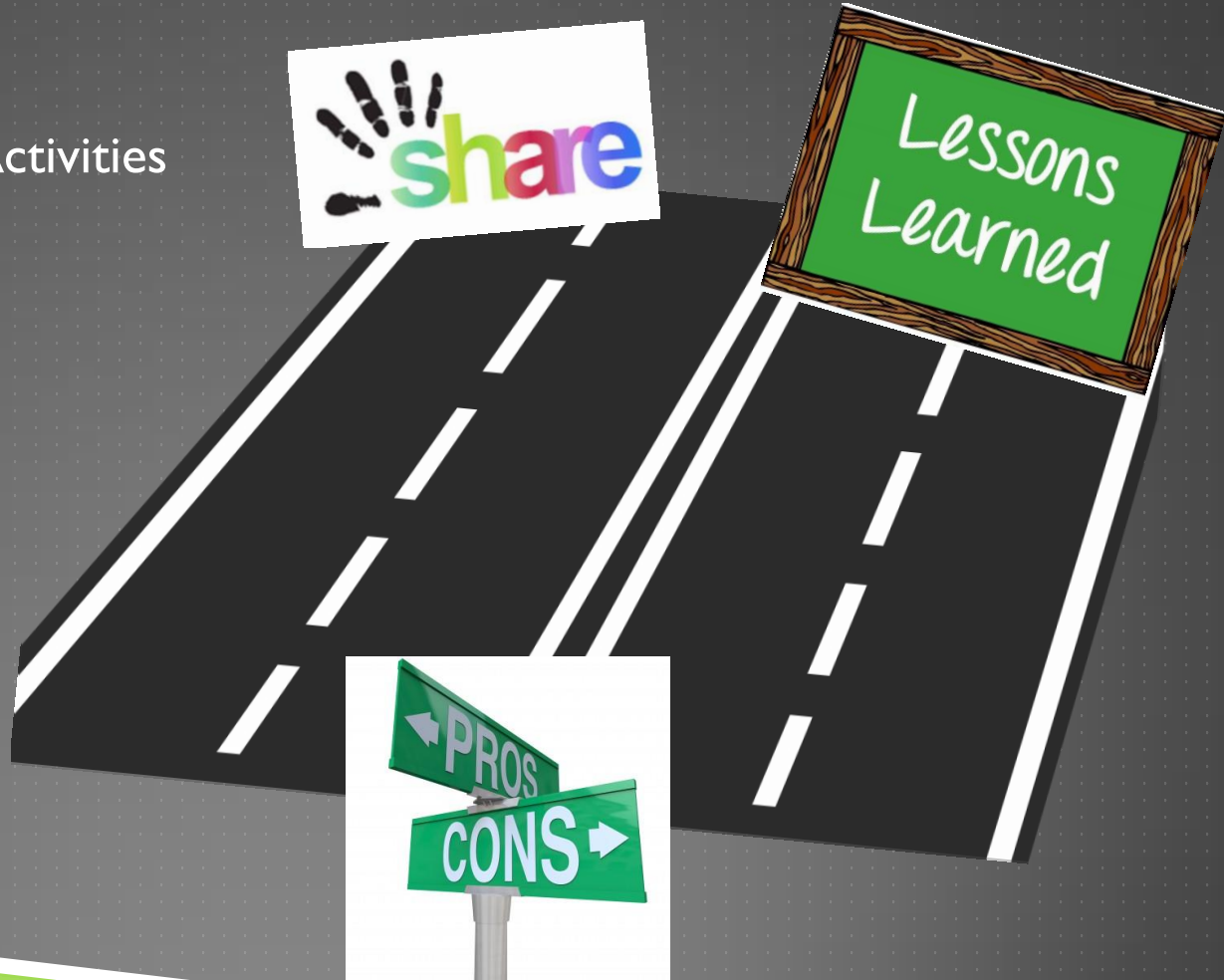
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TOPICS


- ▶ DPHHS Sponsored Activities

- ▶ Share Results
- ▶ Lessons Learned
- ▶ Pros and Cons
- ▶ The Road Ahead

- ▶ Questions



REASON FOR THE RECALL PROJECTS

- ▶ Work with a select few partners to help increase coverage rates
 - ▶ Target a certain antigen (4th DTaP)
 - ▶ The State's lowest antigen is the 4th DTaP
 - ▶ Target a certain age group to assess
- 

TICKLER BASED REMINDER/RECALL

- ▶ Increase the immunization coverage rate at the 4 clinics by using a R/R postcard & phone call system with an emphasis on the 4th DTaP.
- ▶ Clinics that participated
 - ▶ Holy Rosary Healthcare
 - ▶ Billings Clinic Miles City
 - ▶ Southwest Butte Community Health Center
 - ▶ Riverstone County Health Department

RESOURCES/TOOLS

- ▶ DPHHS provided the following:
 - ▶ Postage paid postcards
 - ▶ Filing box
 - ▶ Tracking Spreadsheet
 - ▶ Baseline Data
 - ▶ Study Group of children
 - ▶ Support!!!



Name of Clinic Month Number of Post Cards Sent							
Name of Patient	DOB	Phone Number	Date Post Card Mailed	Date FV Phone Call Made	Old Copy of Phone Call Correct Month, last Yearage, Phone Observed, <i>or</i> <i>SE</i>	Content of Phone Call	Scheduled Appointment Date
Katie Grady	1/5/2015	708-2308	2/16/2016	2/16/2016	talked to mom Sched Appt		3/1/2016
Bobby Clyde	1/7/2015	444-1413	2/16/2016	2/16/2016	talked to dad Sched Appt		3/3/2016
Tanner Camelback	1/6/2015	232-8576	2/16/2016	2/16/2016	has decided to go to Crazy Clinic for 125		N/A
Eddy Jones	12/18/2014	988-9411	3/4/2016	3/15/2016	moved to CA		N/A
Damin King	1/13/2015	223-4477	3/4/2016	3/15/2016	mom will call back so make both visits next sat		4/28/2016
Rebecca Baucher	6/6/2015	912-3267	4/1/2016	4/1/2016			

PROJECT DETAILS

1. When a child comes in for his/her her (clinic specific) month for the 3rd DTaP visit they have the parent complete their address on the postcard supplied to the clinic by DPHHS
2. Once the postcard is filled out parent gives postcard to nurse
3. After assessing the patient's record, the nurse administers the current vaccines needed then files the postcard
4. File the postcard in the month that corresponds (clinic specific) the child (clinic specific) his/her 4th DTaP vaccination
5. Each month the clinic will mail the postcards filled in that "Month" slot during the 1st week of that month to the parents

4TH DTAP CLINIC POLICY

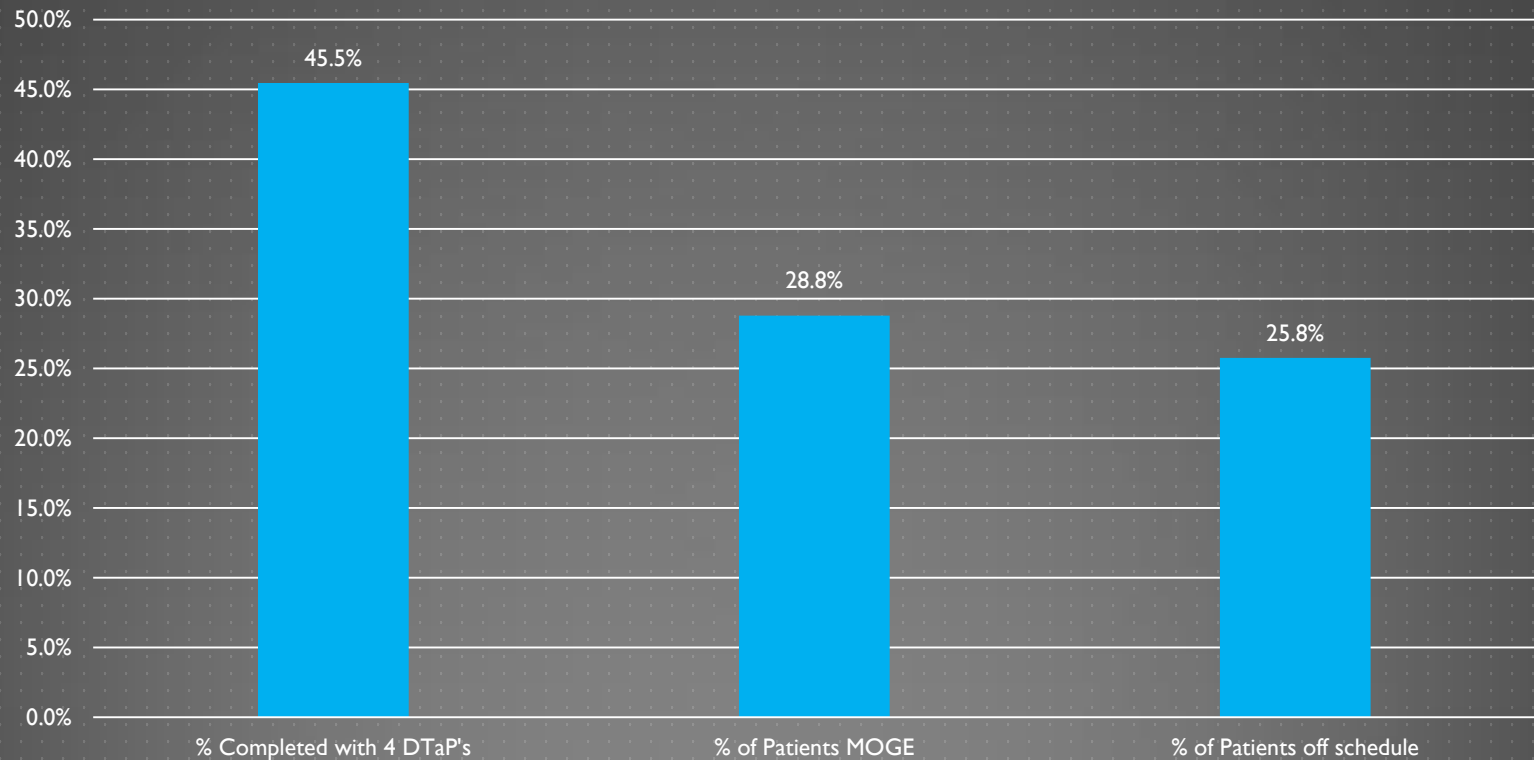
Clinic	Administer the 4th DTaP	Schedule the next appointment	Call patient the day before their appointment	Do you call no shows
Clinic X N= 15	12mths	Yes	Yes, 2 days	Yes
Clinic W N= 8	15 mths	No	No	No
Clinic Z N= 5	15 mths	Yes	Yes, 2 days	No
Clinic S N= 38	18 mths	Yes	Yes, 2 days	Yes

EXPLAIN WHO IS IN THE STUDY GROUP

- ▶ The study group was chosen based off the age of the kids that would receive 4 total DTaP's by the end of the project based of the ACIP recommendations
- ▶ Date of Birth range that was included
01/01/2015-06/30/2015 (6 months to 1 year old)
- ▶ Primary and Secondary Associations for the clinics from imMTrax

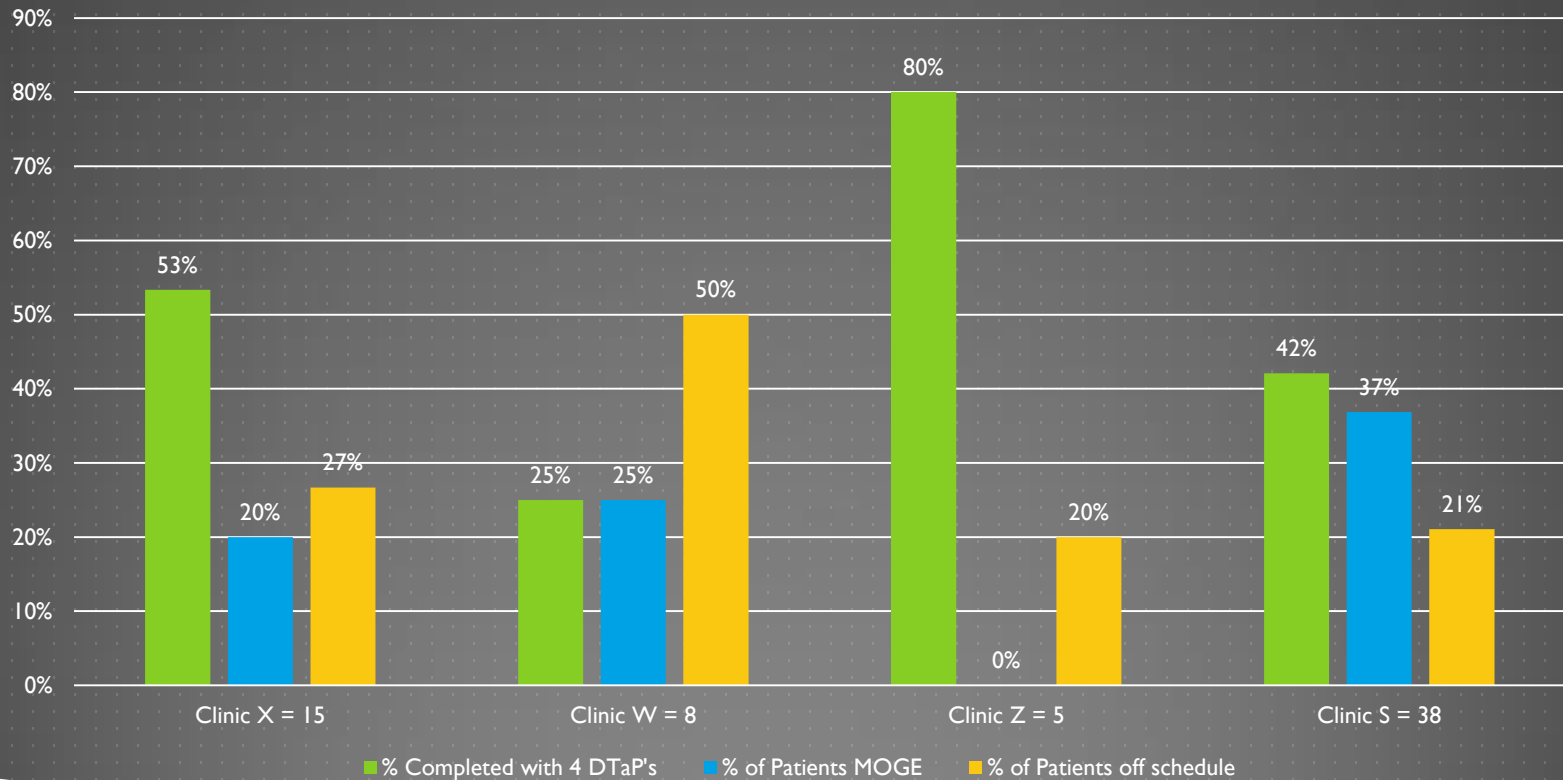
STUDY GROUP COMBINED RESULTS

All Clinics Combined Results for the Study Group



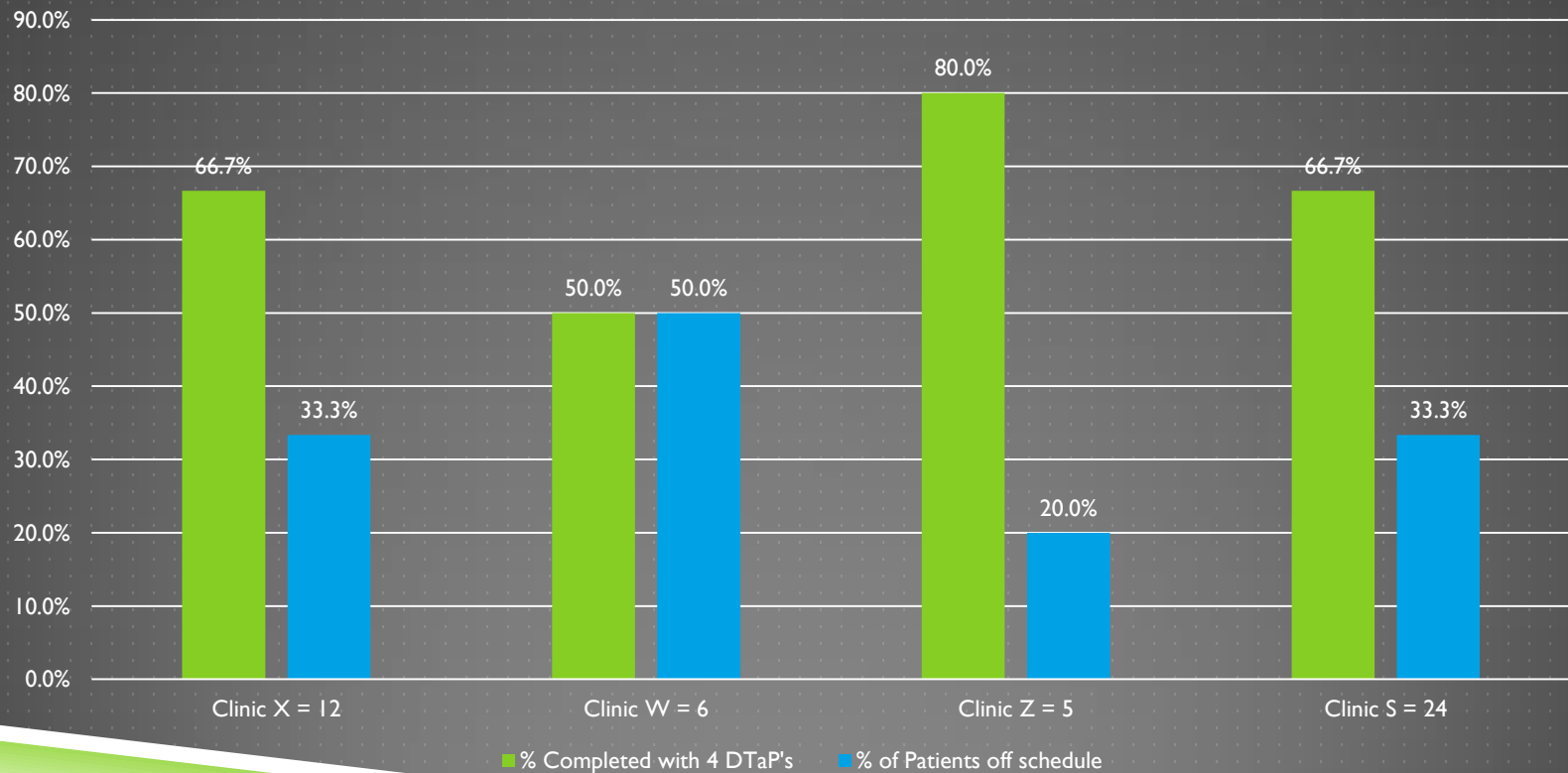
STUDY GROUP CLINIC SPECIFIC RESULTS

Clinic Specific Results for the Study Group



STUDY GROUP CLINIC SPECIFIC RESULTS EXCLUDING MOGE PATIENTS

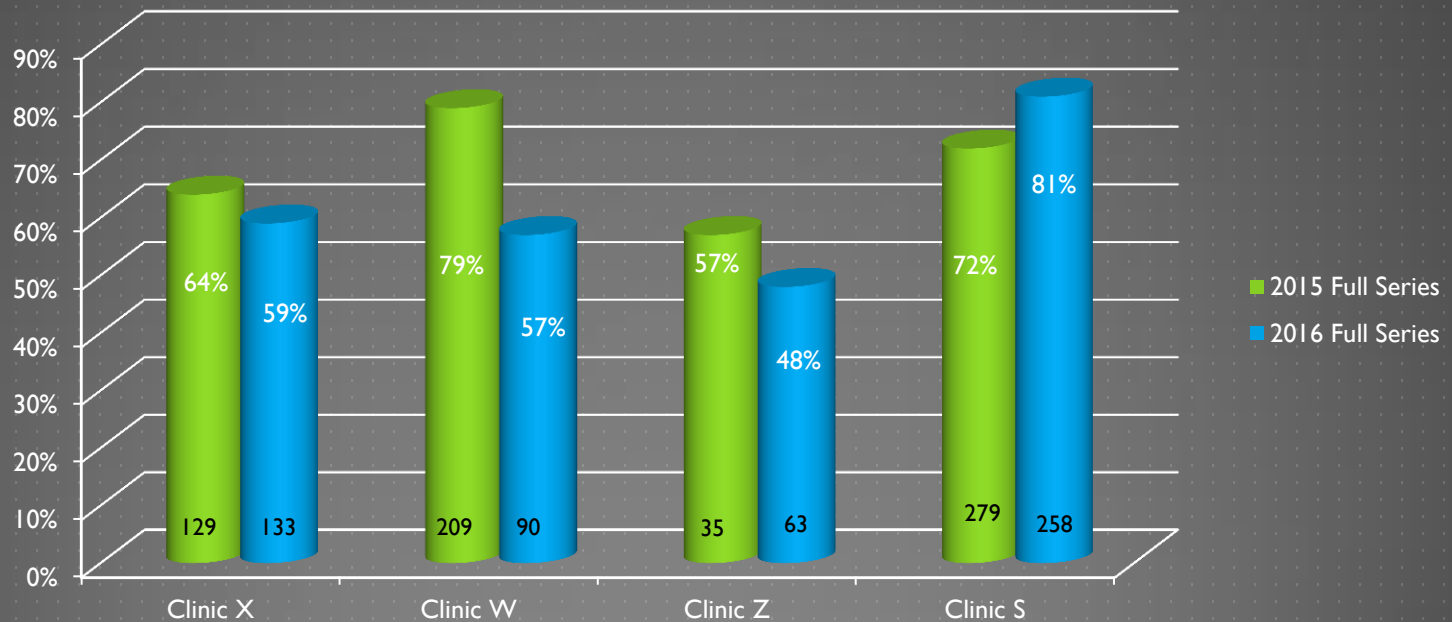
Clinic Specific Results for the Study Group



RATES AT THE CLINICS FOR SERIES

► 24-35 months as of 12/31/2015-2016:

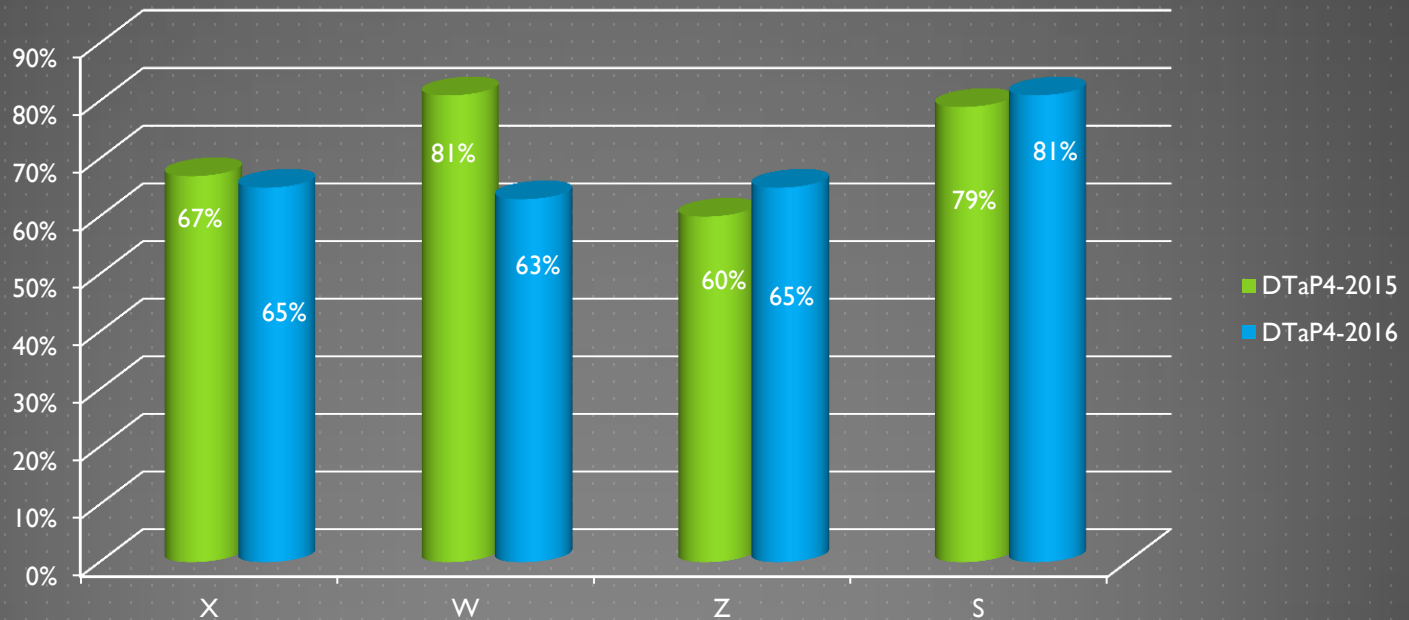
► 4:3:1:4:3:1:4



RATES AT THE CLINICS FOR 4TH DTaP

► 24-35 months as of 12/31/2015-2016:

► 4th DTaP



CLINIC SPECIFIC TALKS



FACTORS THAT AFFECT CLINIC DATA AND PATIENT RECORDS

- ▶ Merging
- ▶ MOGE
- ▶ Data Feed
- ▶ Patient Lists
- ▶ Getting Behind
- ▶ Parents



AUTOMATED REMINDER/RECALL

- ▶ Purpose was to increase the immunization coverage rate at each clinic by using an automated r/r system provided by Televox.
- ▶ Each patient received a postcard and phone call.
 - ▶ Clinics that participated
 - ▶ All Flathead County VFC Providers

RESOURCES / TOOLS

- ▶ DPHHS provides the following:
 - ▶ Quarterly reports to request missing data from the clinic
 - ▶ Clinic returns missing data
 - ▶ Enters missing data into imMTrax
 - ▶ Generates the data to submit to Televox
 - ▶ Monitors Televox Reports
 - ▶ Sends quarterly follow-up results



PROJECT DETAILS

- ▶ DPHHS signed an agreement with Pfizer and Televox
- ▶ Data was pulled from imMTrax for all Flathead County VFC Providers
- ▶ Data was pulled for kids 6-19 months of age each quarter
- ▶ Data included anyone missing one or more doses from the 4:3:1:4:3:1:4 series
- ▶ Data only included patients opting into the R/R
- ▶ DPHHS sent Televox the data quarterly
- ▶ Providers filled in missing data that was needed

IMMUNIZATION DATA INFORMATION

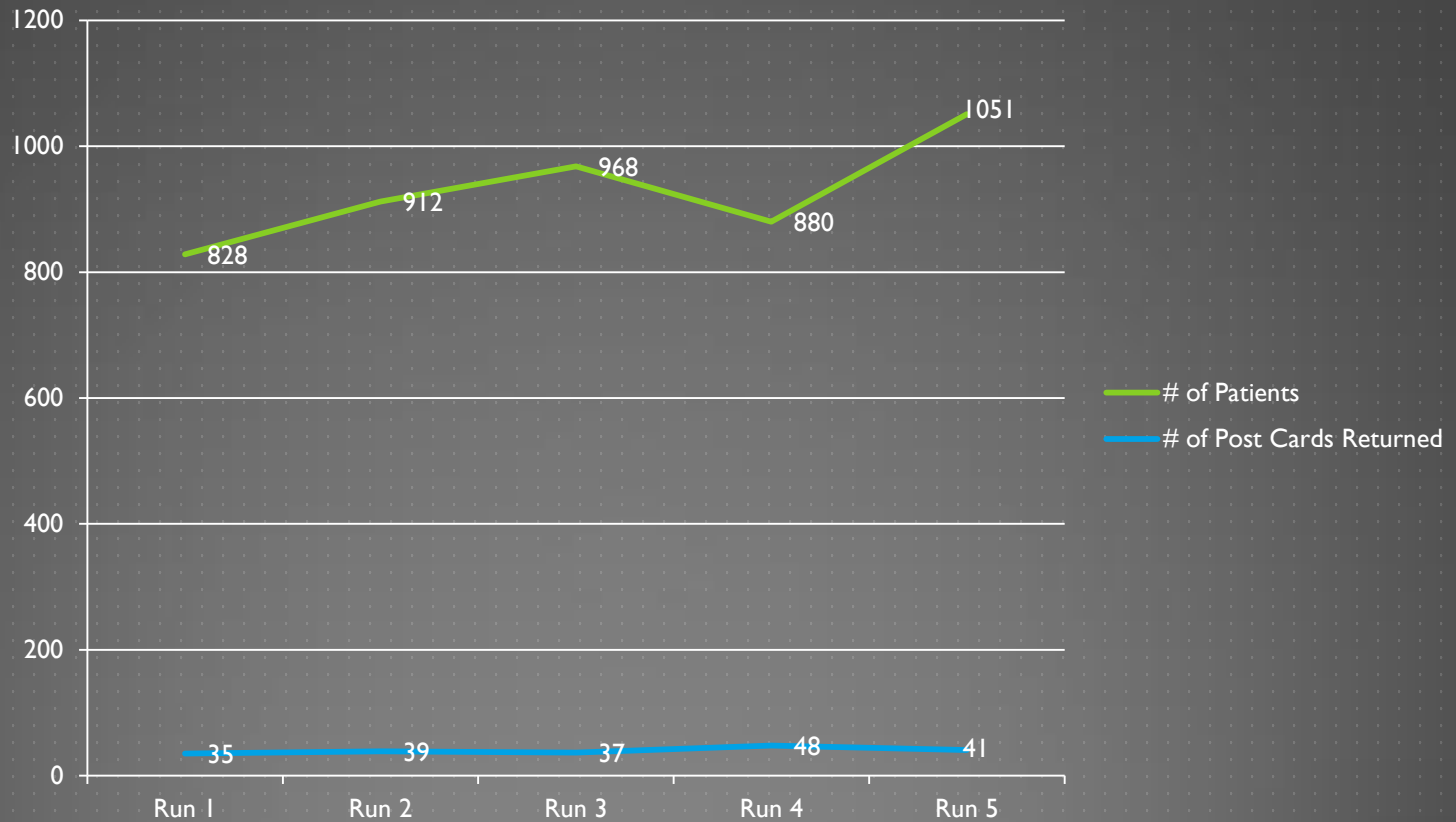
- ▶ Flathead providers submit data to imMTrax in all different ways
 - ▶ HL7 Interface = Data is electronically submitted after administering a shot
 - ▶ **3 sites**
 - ▶ Integrated= Keys all shots directly into imMTrax
 - ▶ **4 sites**
 - ▶ Flat Files= Submits data to imMTrax via an excel spreadsheet
 - ▶ **3 sites**
 - ▶ Hand Keys= Submits data and the county/state keys into imMTrax
 - ▶ **1 site**
 - ▶ No Data= Doesn't submit data and once in awhile hand keys shots in
 - ▶ **1 site**

INFORMATION ABOUT THE CLINICS

- All clinics schedules are different depending on the clinic

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos
Hepatitis B ¹ (HepB)	1 st dose	←----- 2 nd dose -----→			←----- 3 rd dose -----→				
Rotavirus ² (RV) RV1 (2-dose series); RV5 (3-dose series)			1 st dose	2 nd dose	See footnote 2				
Diphtheria, tetanus, & acellular pertussis ³ (DTaP: <7 yrs)			1 st dose	2 nd dose	3 rd dose			←----- 4 th dose -----→	
<i>Haemophilus influenzae</i> type b ⁴ (Hib)			1 st dose	2 nd dose	See footnote 4		←----- 3 rd or 4 th dose -----→ See footnote 4		
Pneumococcal conjugate ⁵ (PCV13)			1 st dose	2 nd dose	3 rd dose		←----- 4 th dose -----→		
Inactivated poliovirus ⁶ (IPV: <18 yrs)			1 st dose	2 nd dose	←----- 3 rd dose -----→				
Influenza ⁷ (IIV; LAIV)					Annual vaccination (IIV only) 1 or 2 doses				
Measles, mumps, rubella ⁸ (MMR)					See footnote 8		←----- 1 st dose -----→		
Varicella ⁹ (VAR)							←----- 1 st dose -----→		
Hepatitis A ¹⁰ (HepA)							←----- 2-dose series, See footnote		

SUMMARY OF DATA PULLED AND SENT TO TELEVOX

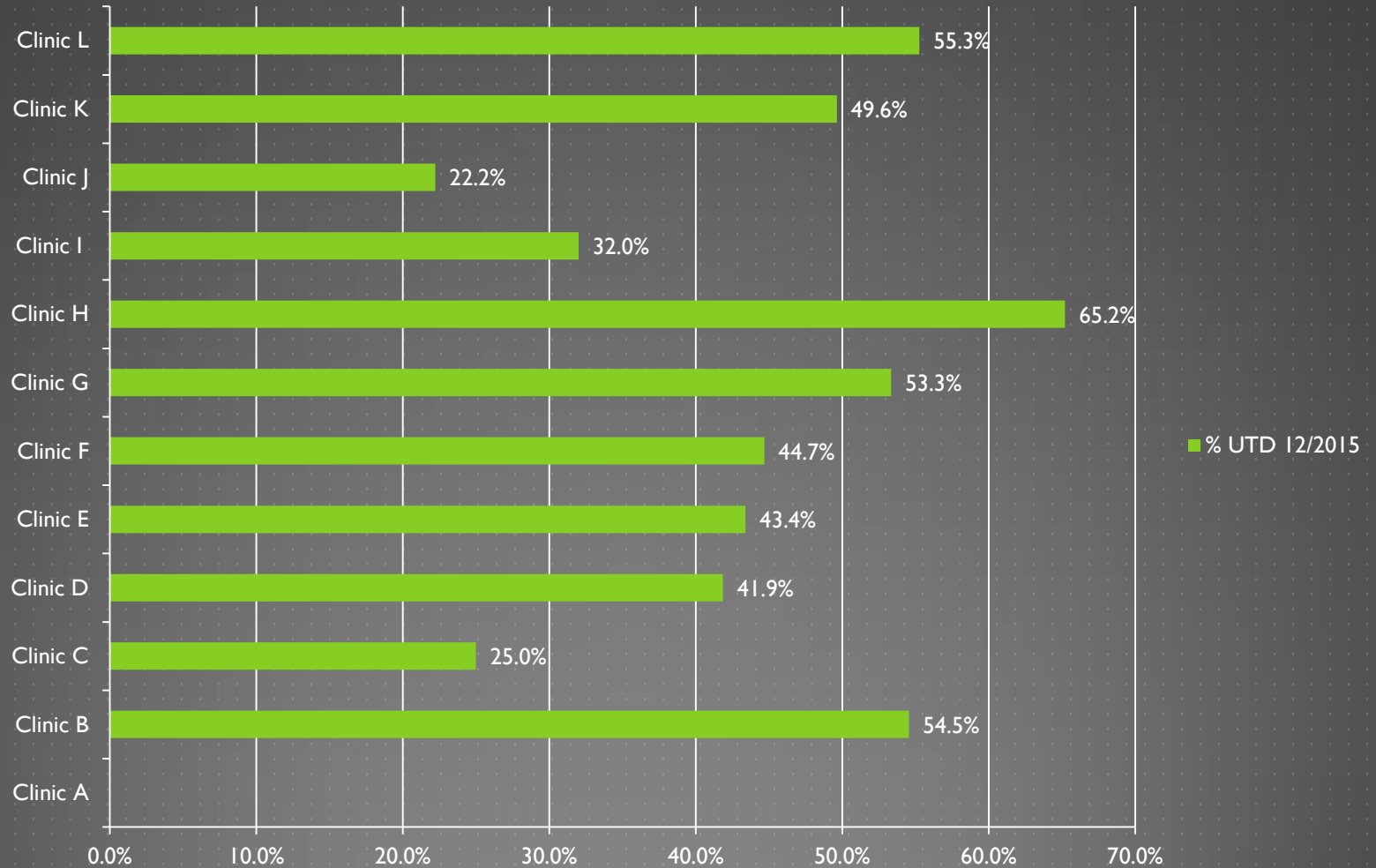


CALL RESULTS SUMMARY

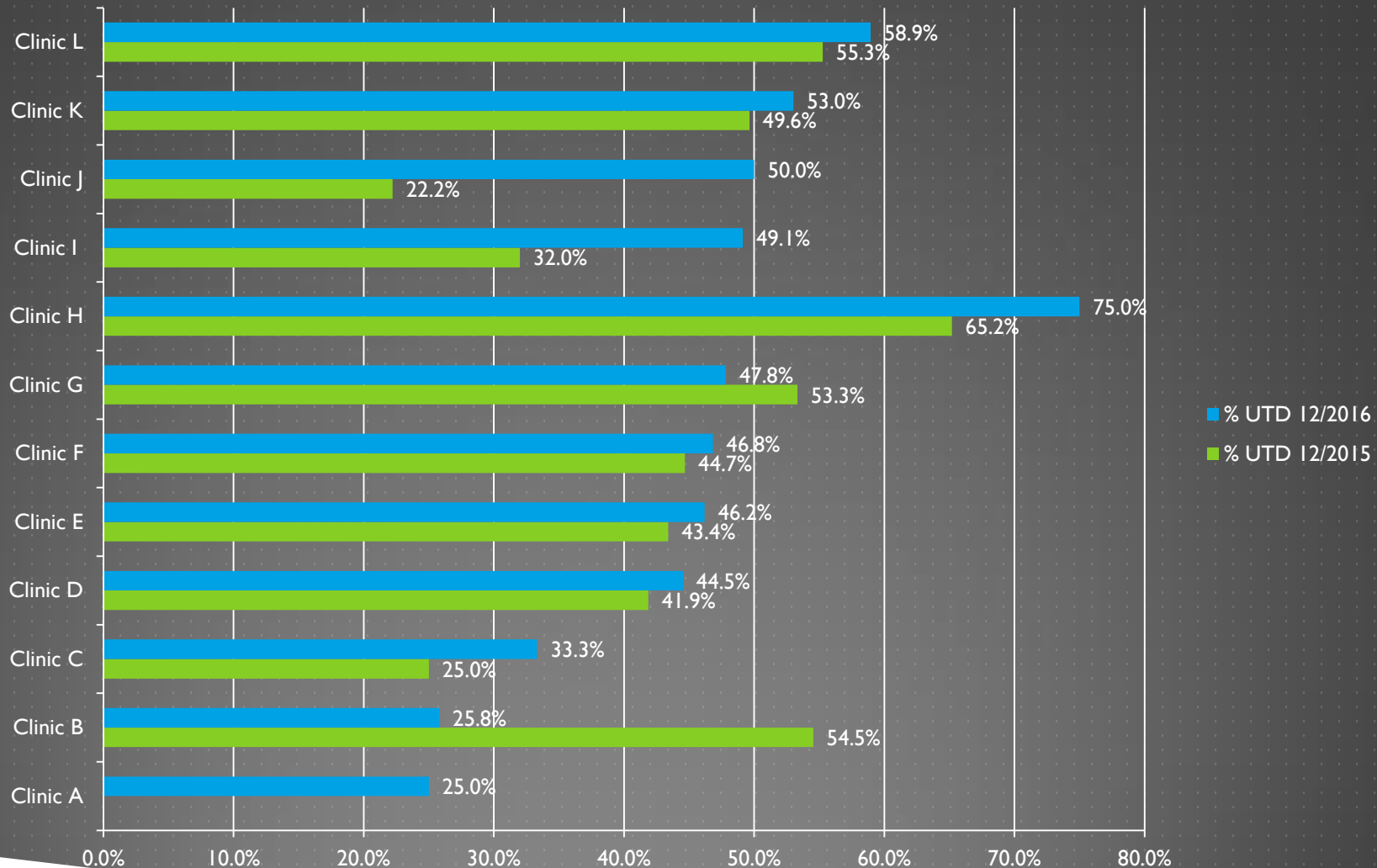


- ▶ **3,931** total calls made
- ▶ **1,495** went to the answering machines (**38%**)
- ▶ **510** Answered-Entire Message (**13%**)
- ▶ **575** Answered-Hung Up (**15%**)
- ▶ **590** Invalid Phone Numbers (**15%**)
- ▶ **393** never want to be called going forward (**Only 10% of the total**)
- ▶ **368** Others (**9%**)
included: Phone busy, restricted calls, out of order

UTD 2015 for the series 4:3:1:4:3:1:4

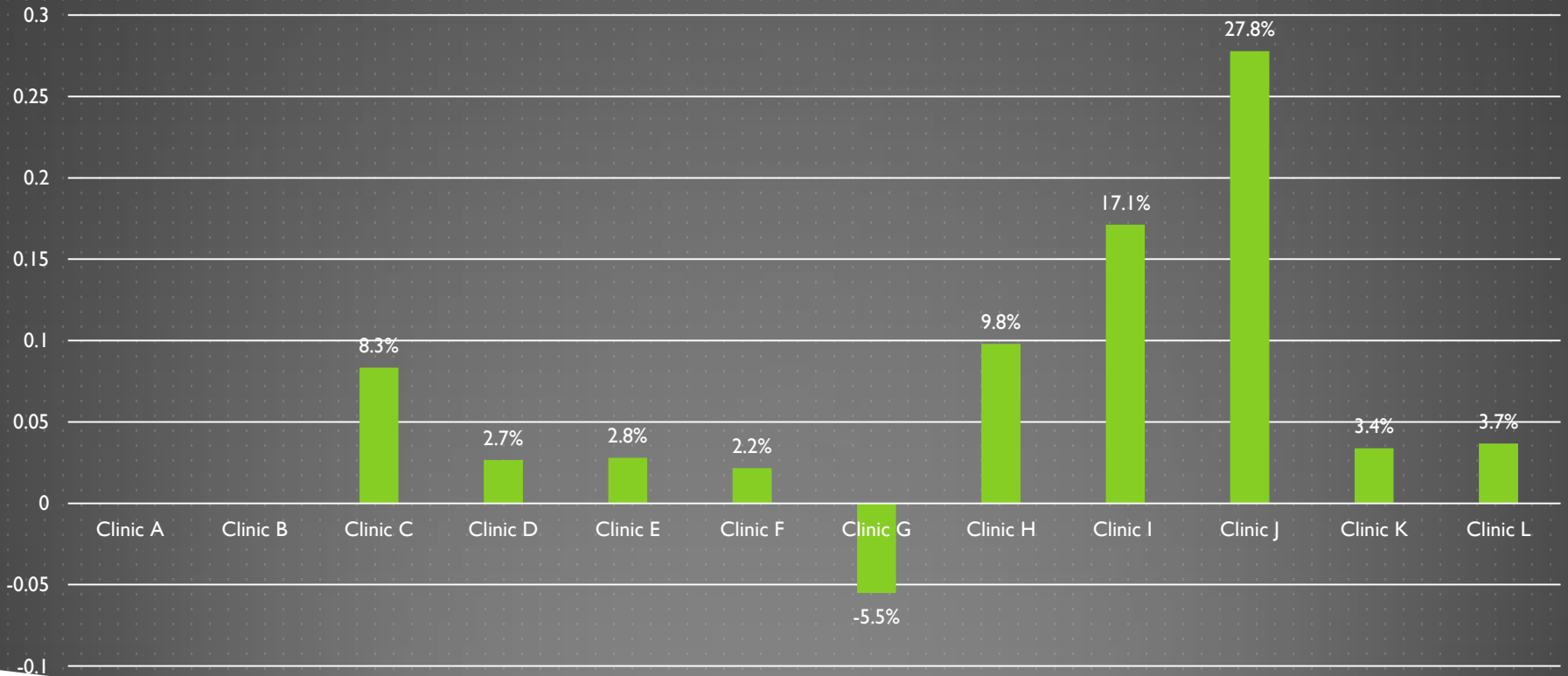


UTD 2015 and 2016 for the series 4:3:1:4:3:1:4



PERCENT INCREASE OR DECREASE BY CLINIC

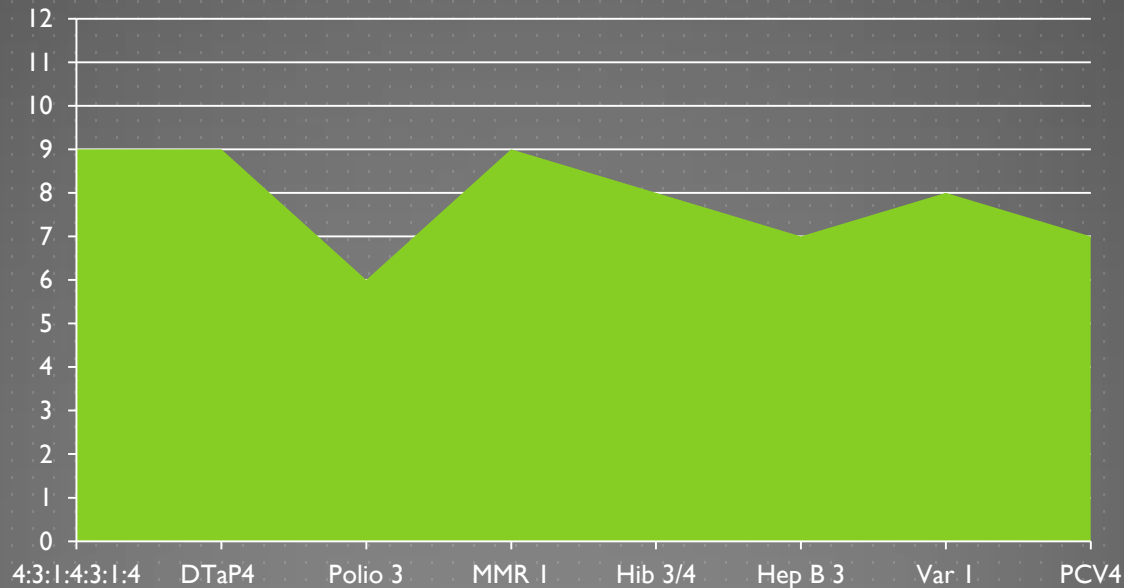
Percentage Point increase



ANTIGENS INCREASED

- ▶ 9 of the 12 clinics increased their overall UTD % (4.7 percentage point increase)
 - ▶ 52.5% to 57.3%
 - ▶ Of these 9 providers 2 providers had less than 10 kids each which makes their % higher

of Clinics that increased up to date rates by vaccines



HOW DATA IN IMMTRAX CAN IMPACT RESULTS

■ Total # of Patient Records Assessed 395			
	Selected Series / Antigens	By: 24 months of age	
		# of patients up-to-date	% of patients up-to-date
1	MMR1 PCV4 HepB3 Polio3 DTaP4 Var1 HIB4	193	49%
2	MMR1	324	82%
3	PCV4	303	77%
4	HepB3	274	69%
5	Polio3	309	78%
6	DTaP4	262	66%
7	Var1	318	81%
8	HIB4	312	79%

26%
Increase

■ Total # of Patient Records Assessed 408			
	Selected Series / Antigens	By: 24 months of age	
		# of patients up-to-date	% of patients up-to-date
1	MMR1 PCV4 HepB3 Polio3 DTaP4 Var1 HIB4	304	75%
2	MMR1	381	93%
3	PCV4	368	90%
4	HepB3	368	90%
5	Polio3	380	93%
6	DTaP4	341	84%
7	Var1	371	91%
8	HIB4	361	88%

EXAMPLES OF HOW THE DATA COULD BE IMPACTED

► Why:



OTHER IMMUNIZATIONS/PROPHYLAXIS RECEIVED
Autres vaccinations/prophylaxies reçues

This space is provided to record immunizations/prophylaxis that are not required for entrance into any country but have been obtained by the traveler for additional health protection (immune globulin, malaria, measles, etc.)

Date	Vaccine/prophylactic drug Vaccin/médicament prophylactique	Dose	Physician's signature Signature du médecin
4/6/07	Td		
4/6/07	Hep A	.05cc	C. Ballen
4/6/07	Ty21a	1.0cc	C. Ballen
4/6/07	Mefloquine	#4 tabs	C. Ballen
4/6/07	Hepatitis A #2		C. Ballen
4/6/07	Hepatitis B #1	1.0ml	
4/6/07	Chloroquine	1.0ml	
4/6/07	Hepatitis B #2		
4/6/07	Hepatitis B #3	1.0mL	
4/6/07	IPV (Polio)	0.5cc	
4/6/07	Meningococcal	0.5cc	
4/6/07	Typhoid x 4 caps		

Lawrence Douglas Co. Health Department
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Passport Health (619) 293-3963
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Shenandoah County Health Dept
Woodstock, VA. 22664
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PROS OF TELEVOX PILOT PROJECT

- ▶ Super easy to upload data and run reports in Televox software
- ▶ Fast and efficient way to send mass reminders
- ▶ Very cost effective to the clinics

LIMITATIONS OF TELEVOX PILOT PROJECT

- ▶ If addresses or numbers are incorrect they didn't receive the notice
 - ▶ Lists are provided that can be followed up on
 - ▶ Can't determine if patients receive immunizations due to the project

THE ROAD AHEAD

- ▶ We had hoped for better results for the 4th DTaP project, but not sure we achieved this yet.
- ▶ We will continue to pull the data and use Televox for all Flathead providers for another year and work with Flathead providers to increase rates through AFIX via site visits this year.
- ▶ If your clinic is interested in participating in a project using Televox, please contact Katie Grady-Selby.



TAKE HOME MESSAGE:

- ▶ That reminder/recall systems DO help increase immunization rates and bring patients back in for their scheduled appointments!
- ▶ It can take time to fine tune a R/R process and integrate this into your clinic practice before seeing significant results!





T n T



Questions??

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